

**Health and Recovery Services
Administration (HRSA)
AND
Aging and Disabilities Services
Administration**



**Private Duty Nursing
for Children
Billing Instructions**

ProviderOne Readiness Edition

[WAC 388-551-3000]

About This Publication

This publication supersedes all previous Department/HRSA *Private Duty Nursing for Children Billing Instructions* published by the Health and Recovery Services Administration, Washington State Department of Social and Health Services.

Note: The Department now reissues the entire billing manual when making updates, rather than just a page or section. The effective date and revision history are now at the front of the manual. This makes it easier to find the effective date and version history of the manual.

Effective Date

The effective date of this publication is: **05/09/2010**.

2010 Revision History

This publication has been revised by:

Document	Subject	Issue Date	Pages Affected

How Can I Get Department/HRSA Provider Documents?

To download and print Department/HRSA provider numbered memos and billing instructions, go to the Department/HRSA website at <http://hrsa.dshs.wa.gov> (click the *Billing Instructions and Numbered Memorandum* link).

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Important Contacts

Note: This section contains important contact information relevant to private duty nursing for children. For more contact information, see the Department/HRSA *Resources Available* web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html

Topic	Contact Information
Becoming a provider or submitting a change of address or ownership	See the Department/HRSA <i>Resources Available</i> web page at: http://hrsa.dshs.wa.gov/Download/Resources_Available.html
Finding out about payments, denials, claims processing, or Department managed care organizations	
Electronic or paper billing	
Finding Department documents (e.g., billing instructions, # memos, fee schedules)	
Private insurance or third-party liability, other than Department managed care	
Who do I call for pharmacy authorization?	
Where do I send backup documentation?	Division of Developmental Disabilities Medically Intensive Home Care Program Manager (360) 725-3451
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Definitions & Abbreviations

This section defines terms and abbreviations, including acronyms, used in these billing instructions. Please refer to the Department/HRSA *ProviderOne Billing and Resource Guide* at <http://hrsa.dshs.wa.gov> for a more complete list of definitions.

Authorization Number - A number assigned by the Department of Social & Health Services (the Department) that identifies a specific request for approval for services or equipment.

Benefit Service Package - A grouping of benefits or services applicable to a client or group of clients.

Division of Developmental Disabilities – The organization within the Department that supports individuals enrolled in DDD per [RCW 71A.10.020](#) (3) and (4).

Home Health Agency - An agency or organization certified under Medicare to provide comprehensive health care on a part-time or intermittent basis to a patient in the patient's place of residence.

Intermittent Home Health – Skilled nursing services and specialized therapies provided in a client's residence. Services are for client's with acute, short-term intensive courses of treatment.

Maximum Allowable - The maximum dollar amount the Department will reimburse a provider for a specific service, supply, or piece of equipment.

Medical Identification card(s) – See *Services Card*.

Medically Intensive Home Care Program – A program managed by DDD that provides a home-based program for clients age 17 and under who require complex, long-term care for a condition of such severity and/or complexity that continuous skilled nursing care is required. Persons with medically intensive needs require more individual and continuous care than is available from an intermittent visiting nurse.

National Provider Identifier (NPI) – A federal system for uniquely identifying all providers of health care services, supplies, and equipment.

Plan of Treatment (POT) – (Also known as “plan of care” [POC]) The written plan of care for a patient which includes, but is not limited to, the physician's order for treatment and visits by the disciplines involved, the certification period, medications, and rationale indicating need for services.

ProviderOne – Department of Social and Health Services (the Department) primary provider payment processing system.

ProviderOne Client ID- A system-assigned number that uniquely identifies a single client within the ProviderOne system; the number consists of nine numeric characters followed by WA.

For example: 123456789WA.

Services Card – A plastic “swipe” card that the Department issues to each client on a “one- time basis.” Providers have the option to acquire and use swipe card technology as one method to access up-to-date client eligibility information.

- The Services Card replaces the paper Medical Assistance ID Card that was mailed to clients on a monthly basis.
- The Services Card will be issued when ProviderOne becomes operational.
- The Services Card displays only the client’s name and ProviderOne Client ID number.
- The Services Card does not display the eligibility type, coverage dates, or managed care plans.
- The Services Card does not guarantee eligibility. Providers are responsible to verify client identification and complete an eligibility inquiry.

Usual and Customary Charge - The rate that may be billed to the Department for a certain service or equipment. This rate may not exceed:

- The usual and customary charge that you bill the general public for the same services; or
- If the general public is not served, the rate normally offered to other contractors for the same services.

Private Duty Nursing Services

What is the Purpose of the Program?

Private duty nursing services are administered by the Division of Developmental Disabilities (DDD) through the Medically Intensive Home Care Program (MIHCP). The purpose of this program is to reduce the cost of health care services by providing equally effective, more conservative, and/or less costly treatment in a client's home.

Private duty nursing services are considered *supportive* to the care provided to the client by family members or guardians. Private duty nursing services are decreased as the family/guardian or other caregiver becomes able to meet the client's needs or when the client's needs diminish.

What Are Private Duty Nursing Services?

[Refer to WAC 388-551-3000]

Private duty nursing services consists of four or more hours of continuous skilled nursing services provided in the home to eligible clients with complex medical needs that cannot be managed within the scope of intermittent home health services.

Skilled nursing service is the management and administration of the treatment and care of the client, and may include, but is not limited to:

- **Assessments** (e.g., respiratory assessment, patency of airway, vital signs, feeding assessment, seizure activity, hydration, level of consciousness, constant observation for comfort and pain management);
- **Administration of treatment related to technological dependence** (e.g., ventilator, tracheotomy, BIPAP (bilevel positive airway pressure), IV (intravenous) administration of medications and fluids, feeding pumps, nasal stints, central lines);
- **Monitoring and maintaining parameters/machinery** (e.g., oximetry, blood pressure, lab draws, end tidal CO₂s, ventilator settings, humidification systems, fluid balance, etc.); and
- **Interventions** (e.g., medications, suctioning, IVs, hyperalimentation, enteral feeds, ostomy care, and tracheostomy care).

Client Eligibility

Who Is Eligible? [Refer to WAC 388-551-3000(2)]

To be eligible for private duty nursing services, a client must meet all of the following:

- Be 17 years of age or younger;
[For clients over 18 years of age or older who require private duty nursing, contact the Aging and Disabilities Services Administration at (360) 493-4512.]
- Need continuous skilled nursing care that can be provided safely outside an institution;
- Have prior authorization from the Department; and
- Be covered by a Benefit Service Package that covers private duty nursing services.

Please see the Department/HRSA *ProviderOne Billing and Resource Guide* at:
http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for instructions on how to verify a client's eligibility.

Note: Refer to the *Scope of Coverage Chart* web page at:
<http://hrsa.dshs.wa.gov/Download/ScopeofHealthcareSvcsTable.html> for an up-to-date listing of Benefit Service Packages.

Are Clients Enrolled in a Department Managed Care Plan Eligible? [Refer to WAC 388-538-060 and 095 or WAC 388-538-063 for GAU clients]

YES! Private duty nursing services are included in the scope of service under the Department's managed care plans. When verifying eligibility using ProviderOne, if the client is enrolled in a Department managed care plan, managed care enrollment will be displayed on the Client Benefit Inquiry screen. All services must be requested directly through the client's Primary Care Provider (PCP). Clients can contact their managed care plan by calling the telephone number provided to them.

All medical services covered under a managed care plan must be obtained by the client through designated facilities or providers. The managed care plan is responsible for:

- Payment of covered services; and
- Payment of services referred by a provider participating with the plan to an outside provider.

Note: To prevent billing denials, please check the client's **eligibility prior** to scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the plan. See the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for instructions on how to verify a client's eligibility.

Women enrolled in the PCCM model of Healthy Options must have a referral from their PCP in order for women's health care services to be paid to an outside provider. The reason for this is the Indian clinics that contract as PCCMs do not meet the definition of health carriers in chapter 48.42 RCW. These clinics are not any of the organizations listed in Section 1 of this RCW; thus, they are exempt from the requirements spelled out in this act, including self-referrals by women to women's health care services.

Provider/Client Responsibilities

Who Must Perform the Private Duty Nursing Services?

[Refer to WAC 388-551-3000(3)]

The Department of Social and Health Services (the Department) contracts only with home health agencies licensed by Washington State to provide private duty nursing services. The licensed home health agency must also be enrolled with the Department as a medical provider.

Within the home health agency, Private Duty Nursing services must be performed by a Registered Nurse (RN) or Licensed Practical Nurse (LPN) under the direction of a physician.
[WAC 388-551-3000(5)(e)]

Appropriate medical training for the nurses and the family/guardian is the responsibility of the discharging hospital and the receiving licensed home health agency. Training costs due to nurse turnover or client transfers are the responsibility of the licensed home health agency.

The licensed home health agency is responsible for meeting all of the client's nursing needs. The Department will not approve intermittent nursing visits in addition to Private Duty Nursing services.

Who Is Responsible for Choosing a Private Duty Nursing Agency?

Choosing a licensed home health agency is the responsibility of one, or a combination, of the following caregivers involved with the client's care:

- Family member/guardian;
- Attending physician;
- Client's social worker or case manager; or
- Discharge planner.

See "How do I request prior authorization?" in Section D.

Prior Authorization

Is Prior Authorization Required? [Refer to WAC 388-551-3000(4)]

Yes! Providers must receive prior authorization from the Division of Developmental Disabilities (DDD) **prior** to providing private duty nursing services to clients. The Department approves requests for private duty nursing services on a case-by-case basis.

How Do I Request Prior Authorization?

[Refer to WAC 388-551-3000(4)]

A provider must coordinate with a DDD case manager and request PA by submitting a complete referral to DDD. This referral must include all of the following:

- The client's age, medical history, diagnosis, and current prescribed treatment plan as developed by the individual's physician;
- Current nursing care plan that may include copies of current daily nursing notes that describe nursing care activities;
- An emergency medical plan which includes notification of electric, gas, and telephone companies, as well as local fire department;
- A written request from the client or the client's legally authorized representative for home care; and
- Psycho-social history/summary which provides the following information:
 - ✓ Family constellation and current situation;
 - ✓ Available personal support systems;
 - ✓ Presence of other stresses within and upon the family; and
 - ✓ Projected number of nursing hours needed in the home, after discussion with the family or guardian.

Note: Please see the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for more information on requesting authorization.

Where Do I Send the Completed Referral?

MIHCP Manager
Division of Developmental Disabilities
PO Box 45310
Olympia WA 98504-5310

When Does the Department Approve Requests for Private Duty Nursing Services? [Refer to WAC 388-511-3000(5)]

The Department approves requests for private duty nursing services for eligible clients on a case-by-case basis when:

- The information submitted by the provider is complete;
- The care will be provided in the client's home;
- The cost of private duty nursing does not exceed the cost to the Department for institutional care;
- An adult family member or guardian has been trained and is capable of providing the skilled nursing care;
- A registered or licensed practical nurse will provide the care under the direction of a physician; and
- Based on the referral submitted by the provider, the Department determines:
 - ✓ The services are medically necessary for the client because of a complex medical need that requires continuous skilled nursing care which can be provided safely in the client's home;
 - ✓ The client requires more nursing care than is available through the home health services program; and
 - ✓ The home care plan is safe for the client.

Coverage

What Is Covered? [Refer to WAC 388-551-3000(6)]

Upon approval, the Medically Intensive Home Care Program (MIHCP) manager will notify the client's Division of Developmental Disabilities (DDD) case manager of the final determination. The MIHCP manager will authorize private duty nursing services **up to a maximum of 16 hours per day** (see **exception** listed below), restricted to the least costly, equally effective amount of care.

Exception: The MIHCP manager may authorize additional hours for a maximum of 30 days, if any of the following apply:

- The family or guardian is being trained in care and procedures;
- There is an acute episode that would otherwise require hospitalization and the treating physician determines that noninstitutional care is still safe for the client;
- The family or guardian caregiver is ill or temporarily unable to provide care;
- There is a family emergency; or
- The Department of Social & Health Services (the Department) determines it is medically necessary.

The client's DDD case manager will notify the client's caregivers. Once the specific nursing agency is selected and prior to the initiation of care, that agency must contact the MIHCP manager to obtain the authorization number and the number of nursing care hours allowed for each MIHCP client.

**Before starting the care, call:
MIHCP Manager
(360) 725-3451**

It is the nursing agency's responsibility to contact the MIHCP nursing coordinator to obtain an authorization number and verify the total number of hours authorized at the beginning of each approved time span. Additional nursing hours beyond the allotted monthly hours must be prior authorized.

The MIHCP manager will adjust the number of authorized hours when the client's condition or situation changes. Any hours of nursing care services in excess of those authorized by the MIHCP manager must be paid for by the client, family or guardian.

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The nursing notes and plan of care must be kept in the client's file and made available for review by the MIHCP Manager upon request.

The plan of care must be updated every 62 days to include:

- Physician assessment;
- Current orders;
- Current signature;
- Current nursing assessment;
- Current nursing care plan;
- Nursing notes for past week; and
- Medical necessity for current nursing hours.

Coverage Table

HCPSC Procedure Code	Appropriate Modifier(s)			Description of Services
T1000	TD			RN, per 15 min.
T1000	TD	TU		RN, per 15 min, overtime
T1000	TD	TV		RN, per 15 min., holiday*
T1000	TD	TK		RN – second client; same home, per 15 min.
T1000	TD	TK	TV	RN – second client; same home, per 15 min., holiday*
T1000	TE			LPN, per 15 min.
T1000	TE	TU		LPN, per 15 min, overtime
T1000	TE	TV		LPN, per 15 min., holiday*
T1000	TE	TK		LPN – second client; same home, per 15 min.
T1000	TE	TK	TV	LPN – second client; same home, per 15 min., holiday*

Key to Modifiers:

TD = RN

TK = Second client

TE = LPN

TU = Overtime

TV = Holiday

Note: Procedure code T1000 **requires prior authorization.** The Department pays for Private Duty Nursing services per unit. 1 unit = 15 minutes.

Bill Your Usual and Customary Fee.

* **Paid holidays are limited to:** New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Fee Schedule

You may view the Department/HRSA **Private Duty Nursing Fee Schedule** on-line at:

<http://hrsa.dshs.wa.gov/RBRVS/Index.html#P>

Billing and Claim Forms

What Are the General Billing Requirements?

Providers must follow the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html. These billing requirements include, but are not limited to:

- Time limits for submitting and resubmitting claims and adjustments;
- What fee to bill the Department for eligible clients;
- When providers may bill a client;
- How to bill for services provided to primary care case management (PCCM) clients;
- Billing for clients eligible for both Medicare and Medicaid;
- Third-party liability; and
- Record keeping requirements.

Scheduling of Hours

RN service hours may be performed in combination with LPN service hours. The combination must not exceed the total hours that have been prior approved for each calendar month of care.

Multiple Clients in the Same Home

The MICHCP Manager may authorize additional payment when the private duty nurse cares for more than one client in the same home. Be sure to use a separate CMS-1500 claim form for each client receiving private duty nursing services.

Services Covering More Than One Month

If you receive prior authorization from the MICHCP Manager to provide more than one month of services, bill each month on a separate line.

Completing the CMS-1500 Claim Form

Note: Refer to the Department/HRSA *ProviderOne Billing and Resource Guide* at: http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html for general instructions on completing the CMS-1500 Claim Form.

The following CMS-1500 Claim Form instructions relate to private duty nursing services:

Field No.	Name	Entry				
24B.	Place of Service	These are the only appropriate codes for this program: <table><tr><td>Code Number</td><td>To Be Used For</td></tr><tr><td>12</td><td>Home</td></tr></table>	Code Number	To Be Used For	12	Home
Code Number	To Be Used For					
12	Home					